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29 April 1969

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MEMORANDUM FOR The Record:

SUBJECT: Discussion with [REDACTED] on COINS  
Test and Analysis

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The following are some of the highlights of a meeting held on

21 April 1969. Participants: [REDACTED]

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1. According to [REDACTED] the probability of the COINS

Experiment being a failure is greater than its being a success.

Lack of user/analyst input during the design, use of multiple computer languages, use of many different data elements, and different computer capabilities at the various locations are some of the principal technical factors leading to the above conclusion.

2. Two sets of evaluations are (A) the output from an assigned evaluation group, and (B) the evaluation which will be performed naturally by the user, etc. These two evaluations don't necessarily overlap.

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3. Even though a "real evaluation" is not possible, COINS must be evaluated in a planned manner. COINS should be evaluated as a "total service" (not a transfer component, communications systems, computer complex or on the value of the files). The user will consider it as a "total service".

4. Six months is not enough time for operation of the COINS system before evaluating it.

5. An evaluation does not really "evaluate", but attempts to report a user's reaction to a total service. Observation or reporting of any changes to the user's working habits over a long period of time may be one of the best indicators.

6. Users will not consider COINS as an experimental service or system but a production system.

7. Efforts should be made to prevent any unsatisfactory system performance being exhibited to the user if the system can be used in that manner.

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